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## **Increasing Nurses' Knowledge of Patients' Expectations in the Emergency Department**

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**TOPIC:** **Increasing Nurses' Knowledge of Patients' Expectations in the Emergency Department**

**SUBMITTED BY:** **University of Alabama in Huntsville (UAH)**

**AUTHOR:** **Kacy Mikala Taylor**

WHEREAS, according to a research study examining patient expectations in the emergency department, 70% of litigation relates to communication problems, influencing patients' expectations; (Lateef, 2011) and

WHEREAS, in another study conducted examining the percentage of physician and nurses who ask their patients about their expectations, only 20.1% of nurses reported asking their patients about their expectations; (Rozenblum, et al., 2011) and

WHEREAS, in this same study 84.7% of nurses acknowledge the fact that achieving high levels of patient satisfaction was important for clinical success; (Rozenblum, et al., 2011) and

WHEREAS, Bongale and Young found that a majority of issues surrounding patient complaints in the Emergency Department revolved around unmet expectations regarding staff behavior; (Bongale & Young, 2013) and

WHEREAS, Lateef points out that general expectations of patients include: the need to be listened to, the need to receive clear explanations, the need to be treated by staff who show genuine concern and compassion, and the desire to be treated by individuals who are professionals; (Lateef, 2011) and

WHEREAS, not only can unmet patient expectations result in unhappy patients, they can also lead to compliance issues leading to poor healthcare outcomes; (Lateef, 2011) therefore be it

RESOLVED, that the National Student Nurses' Association (NSNA) encourage the education of nursing students regarding general patient expectations as well as the knowledge of how to question patients regarding their expectations; and be it further

RESOLVED, that the NSNA encourage Emergency Departments to hold trainings for their staff to better educate them on the importance of being aware of patient expectations and trying to meet these expectations when providing patient care; and be it further

RESOLVED, that the NSNA increase awareness of this topic by publishing an article in *Imprint* and by holding sessions at the Mid-Year Conference or Annual Convention, if feasible; and be it further

RESOLVED, that the NSNA send a copy of this resolution to the American Nurses' Association, the American Association of Colleges of Nursing, the National League for Nursing, the Emergency Nursing Association, the National Council of State Boards of Nursing to be distributed to educational institutions as deemed appropriate, and all others deemed appropriate by the NSNA Board of Directors.